

Enterprise Information Services
Duty Statement

Section:	IT Customer Service and Field Support
Unit:	EIS Desktop Support and Preproduction Readiness
Position Number:	065-620-1337-202
Classification:	Senior Information Systems Analyst (Specialist)
Date:	November 4, 2016

Leadership: Under the general direction of the Senior Information Systems Analyst (Supervisor) within the Enterprise Information Services, the incumbent assists with planning, organizing, and executing improvements of the processes in the areas of Desktop Services, Blackberry Support, and project management. The Sr. ISA (Specialist) coordinates leads and assists staff in configuration, implementation, deployment, and support of highly technical Information Technology (IT) desktop services, and projects. The incumbent is required to demonstrate expertise connected with team leading, training, and motivation, and achieving targets of delivery and quality. Lead functions include, but are not limited to, monitoring and coordinating the work related to service disruptions and requests, facilitating meetings, identifying and obtaining commitments from personnel with subject matter expertise, and monitoring status of service disruptions, service requests and/or projects and communicate status to the Sr. ISA (Supervisor). Sr. ISA (Spec) provides coordination for IT Support Staff locally and remotely.

Knowledge: This is the expert level and the incumbent demonstrates true proficiency with respect to data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards. The incumbent will demonstrate specialization in enterprise system administration/operation as well as excellent working knowledge and ability to apply concepts relative to system, application and network components in designing, implementing and evaluating long term, complex information technology systems. The incumbent has thorough knowledge of the practices and principles of leadership and demonstrates strong leadership skills in a team lead capacity. The incumbent has knowledge of the State budgeting process, legislative and administrative procedures, procurement documents and procedures, licensing issues and the roles and responsibilities of oversight and regulatory agencies. The incumbent has the ability to network and interface effectively with external entities, technical personnel and management in securing and managing resources for large and complex projects.

Knowledge and experience includes Microsoft's current operating system platform including, but not limited to, systems security, Transport Control Protocol/Internet Protocol, CDC's Common Operating Environment (COE), Dynamic Host Configuration Protocol, Windows Internet Naming Service; wide and local area networks; and computing environments from centralized to Client/Server.

The SrISA (Spec) has the ability to manage complex projects; develop detailed specifications; design and build enterprise utilities; analyze data and situations; reason logically and creatively; identify and document problems; draw valid conclusions; and develop effective solutions. The Sr. ISA (Spec) is able to apply creative thinking in the design and development of methods of processing data with electronic computers and keep with the established standards of testing and implementation. The Sr. ISA (Spec) is able to work under pressure; speak, write and present effectively; prepare effective reports; coordinate the activities of technical personnel; and act as a technical lead on complex systems software projects.

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Guidelines: The SrISA is responsible for ensuring that procedures, system policies, operations and reference materials for the provided services are established and maintained. The SrISA (Spec) should directly consult with the SrISA (Sup) to determine the scope and depth of guidelines for services under their responsibility.

Complexity: Decisions regarding the work to be done include largely undefined issues and elements throughout the entire CDCR network across the state. The work requires extensive research and analysis to determine the nature and scope of enhancements, opportunities and problems. The work contributes to the solution of complex problems, architecture reviews, strategic and tactical planning, change control management and clean system management as defined by control agencies and the department. The incumbent demonstrates all the necessary qualities for effective project management and team leadership in this lead capacity and plays a roll in the success of the department's exploitation of IT and to the business as a whole.

Scope/Effect: The incumbent demonstrates team leadership competencies and models the organization's values. At this level, the incumbent provides technical leadership in the development, implementation and support of IT computer systems. The incumbent performs project planning, coordinates project resources and leads team efforts to support IT services and products. The scope of the work involves planning, developing and implementing technological solutions that are essential to the mission of the overall organization and/or affect large numbers of people on a long-term basis.

Personnel Contact: The incumbent consults with external entities and advises management, administrative or executive staff on the planning, development, implementation and coordination of IT issues. Incumbents communicate effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels. Incumbents demonstrate presentation skills by preparing and conducting presentations and briefings for CDCR management and groups external to the CDCR. There is regular contact with IT staff, management, and external entities to coordinate problem resolution and ensure conformity of methods and practices. The incumbent mediates between technical staff and program users to discuss program and system requirements, and identify solutions for existing technology disruptions.

Purpose of Contact: The incumbent actively participates in team meetings, executive board meetings, or presentations involving problems or issues of considerable consequence or importance. The incumbent will influence, motivate, persuade, and lead individuals or internal and external groups. Those contacted may be hesitant or skeptical, so the incumbent must be skillful in approaching the individual or group in order to obtain the desired response, a satisfactory solution, consensus, or developing a suitable alternative (i.e. obtain agreement where there is controversy and dissimilar goals).

The actual duties of the incumbent will include the following:

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60% Daily Operations

- Performs PC support & advance troubleshooting.
- Utilizes Remedy and leverages desktop triage procedures and tools to resolve desktop support issues and problems
- Local travel as necessary to customer sites, occasional travel to remote sites for project preparation, implementation, and assistance
- Works closely with customer sites, the Service Desk Unit and the Field Support Managers and staff to coordinate and communicate deployment activities
- Guides production readiness planning activities for applications and infrastructure projects ensuring desktop deployments are successful
- Oversees projects and communicates need for resources among existing services and projects in order to insure critical functions are attended and achieved
- Coordinates with technical and user project managers to review development and maintenance components of project plans
- Collects, monitors and reports costs, schedules, and benefits for department customer support, production, operations and desktop support services and projects
- Develops impact assessments of proposed executive and legislative changes and
- Makes application, production and operation presentations to management
- Generate reports on systems performance
- Coordinates the IT coordinators meeting for field support activities

25% Leadership

- * Leads desktop support staff either directly or indirectly through subordinate leads, depending on the classification level and job locations
- * Lead and monitor the implementation of customer support, desktop support, and operations services in the production environments
- * Maintain internal practices, standards and procedures
- * Assist with training and development of team members
- * Develop complex project plans and schedules
- * Under direction of the SrISA Sup, assigns personnel and tasks to projects;
- * Serves as a back up to the SrISA (Sup) as needed

15% Methodologies, Standards, Training and other:

- * Participates in the formulation of policies for project initiation
- * Develops methodologies and standards for systems development, implementation and maintenance
- * Participates in division and section meetings and other activities as required
- * Performs or directs troubleshooting of complex problems in production environment
- * Authorizes system changes through the change control and configuration management
- * Reviews plans, designs and system specifications developed by other project managers

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- * Manages vendor contracts related to customer support, production, operations and desktop support
- * Prepares internal and external project reports, to include section and division reports.
- * Performs FSR Review
- * Develops FSRs and SPRs
- * Develops project proposals and plans

Note: Overtime, traveling, and lifting of equipment up-to 50 pounds, using the approved lifting procedures, is required in this position.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____